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ANNUAL REPORT 1989 1990

Alberta

FAMILY AND SOCIAL SERVICES

Alberta
FAMILY AND SOCIAL SERVICES

Office of the Minister

104 Legislature Building, Edmonton, Alberta, Canada T5K 2B6 403/427-2606 Fax 403/427-0954

To the Honourable David J. Carter
Speaker of the Legislative Assembly

Sir:

We are pleased to present the annual report of Alberta Family and Social Services, which covers the fiscal year ending March 31, 1990.

Respectfully submitted

John A. Oldring
Minister

Roy Brassard
Associate Minister

Alberta
FAMILY AND SOCIAL SERVICES

Office of the Deputy Minister

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Honourable John A. Oldring
Minister of Family and Social Services

Honourable Roy Brassard
Associate Minister of Family and Social Services

Sirs:

I have the honour to present the annual report of Alberta Family and Social Services, which covers the fiscal year ending March 31, 1990.

Respectfully submitted

Dr. Stan Remple
Deputy Minister
Family and Social Services

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INTRODUCTION

Alberta Family and Social Services focuses on the protection and promotion of the social well-being of all Albertans

Alberta Family and Social Services exists to protect and promote the social well-being of all Albertans. It does this by developing and administering statutory and mandated social service programs. These programs, in turn, encourage and support individual and family independence and self-reliance. Some of the Department's responsibilities include:

- protecting the safety and legal rights of children and dependent adults, if these rights are threatened;
- covering the basic costs of food, clothing, shelter and care for people unable to meet these needs for themselves or for their families;
- helping people who are dependent on public support or protection to become independent or more self-reliant; and,
- assisting people who are close to becoming dependent on public support to remain fully independent, or to help them to reduce the degree of support they may require in the future.

Respect for personal worth and dignity

The Department is guided by a set of basic principles:

- respect for personal worth and dignity;
- recognition of equal human worth; that all have the same human rights and freedoms, and should be treated on an equal basis;
- support of personal responsibility and independence, and the freedom of individuals to choose and take responsibility for their decisions;
- belief that the family unit and the community are the best places to resolve problems;
- belief in the importance of prevention and early intervention;
- commitment to quality services; and,
- accountability to the public for services provided.

Two types of services provided by Family and Social Services

Alberta Family and Social Services provides two categories of services to clients; financial support and social support services.

Financial support programs include Social Allowance, Alberta Assured Income Plan, Assured Income for the Severely Handicapped, Day Care and Widows' Pension. The Department also provides social support services for children, adults, and families. Child Welfare Services and the Children's Advocate serve the needs of children, while Day Care, Family Relations, the Office for the Prevention of Family Violence, Women's Emergency Shelters, and Services to Persons with Disabilities all respond to the concerns of families and adults. Two secretariats, the Senior Citizens Secretariat and the Appeal and Advisory Secretariat, also provide services to Albertans.

Family and Social Services has, over the last few years, become more involved with community groups, agencies, and other government departments in order to plan and deliver the best possible services to Albertans.

ORGANIZATION CHART

Minister
Honourable J. Oldring

- Child Welfare Appeal Panel
- Social Care Facilities Review Committee
- AISH Appeal Committees
- Children's Advocate B. Walter
- Provincial Advisory Committee on Native Issues
- Social Allowance Appeal Committees
- Premier's Council in Support of Alberta Families
- Director, Office of the Minister T. Burns
- Appeal and Advisory Secretariat M. Casavant
- Senior Communications Advisor H. Tadman

Associate Minister
Honourable R. Brassard

- Widows' Pension Appeal Committees
- Dependent Adult Appeal Panels
- Seniors Advisory Council for Alberta T. Musgrove, Chairman

Deputy Minister
S. Remple

- Services to Seniors C. Versaevel
- Management Audit N. Jaffer
- Communications C. Jones (acting)
- Executive Correspondence Unit J. Mellott
- Director, Office of the Deputy Minister L. Campbell
- Administration A. Patriquin

- Regional Operations ADM B. Burgess
  - Regional Operations Support R. Maxwell
  - Northwest Region D. Stewart-Wood
  - Northeast Region D. Fleming
  - Edmonton Region A. Ward Neville
  - Central Region G. Stangier
  - Calgary Region D. Paley
  - South Region L. Harrison
  - Michener Centre W. Wright
- Program Policy Development ADM C. Hnatiuk
  - Income Support Services T. MacDonald
  - Child Welfare Services M. Hanrahan
  - Family Support Services
  - Services to Persons with Disabilities K. Maskiw
  - Legislative Planning S. Rankin
  - Federal and Provincial Arrangements R. Pruden
- Resource Management Services ADM G. Trogen
  - Information Resource Services A. Schut
  - Financial Services F. Wilson
  - Administration Services J. McKendry
- Personnel Services ADM G. Dirks
  - Staffing and Classification D. Banick
  - Employee Resources E. Anderson
  - Staff Development B. Deane
  - Personnel Planning K. Bechtel

FAMILY AND SOCIAL SERVICES PROGRAMS

1 CHILD WELFARE SERVICES

Making sure children are protected

The purpose of Child Welfare Services is to ensure that the survival, security and development of children are protected. Services are provided, wherever possible, within the natural family, with the objective of providing permanent, nurturing relationships for children.

Child Welfare Services provides programs and services to protect, enhance and support the development of children and their families. The department strives to do this in the least intrusive way possible. The Foster Care program is one way Child Welfare acts as protector of children in Alberta.

In March of 1990 the Foster Care program was providing support and protection to 2,456 children. If children need protective services out of their home, as determined under the Child Welfare Act, foster care is the preferred program. Since the family is recognized as a basic unit of society, the role of foster parents as substitute family is emphasized. Contact with the natural parents is strongly promoted while children are in foster care. The Department is currently developing foster care training modules to assist foster parents with their sometimes difficult job. This includes the development of therapeutic foster care.

In the 1989-90 fiscal year, a case management model was developed for child protection services. The model defines the role of a child welfare worker as a case manager and the process to be followed in providing services to children who need protection. Development of the model will be completed and implemented in 1991-92.

Other key activities include:

Amendments to the Child Welfare Act were implemented. These amendments include increased recognition of the rights of unmarried fathers, provision for the operation of licensed private adoption agencies and the creation of the Office of the Children's Advocate;

With the help of the Wednesday's Child Program, the Photo Listing Album, and cooperation of the media and the Alberta Association of Professional Photographers, 159 children with special needs were placed in adoptive homes during 1989-90; and,

There are now five licensed adoption agencies in the province.

CHART ONE

Children Receiving Child Welfare Services, as of March 31, 1990

Region	Number of Children
Northwest	819
Northeast	851
Edmonton	3,277
Central	799
Calgary	1,480
South	629
TOTAL	7,855

CHART TWO

Legal Status of Children Receiving Child Welfare Services, as of March 31, 1990

Legal Status	Number of Children
Custody Agreement	930
Family Support Agreement	2,798
Apprehension	85
Permanent Guardianship	1,977
Temporary Guardianship	691
Supervision	390
Other	601
Not Coded	383
TOTAL	7,855

2 CHILDREN'S ADVOCATE

Speaking on behalf of children

The Child Welfare Amendment Act, proclaimed September 1, 1989, created the Children's Advocate Program as an integral and distinct component of Alberta's child welfare system. The program provides advocacy services to children who are in receipt of services under the Child Welfare Act.

The Children's Advocates strive to ensure that the individual child's rights, interests and viewpoints are heard and considered. The Advocates also strive to ensure that any decisions made on the child's behalf are made on the basis of all available information. Advocacy is also provided for groups of children or on behalf of all children receiving child protection services.

Introduction of the Children's Advocate Program occurred with the appointment of the Children's Advocate. Subsequently, additional managers, advocates and support staff positions were developed. Offices were created in both Edmonton and Calgary to provide direct advocacy services for children throughout the province.

Presentations and participation in numerous community, agency and departmental forums lead to 135 general inquiries from the public in the first seven months of operation. Approximately 400 children were referred to the Children's Advocate for assistance between Sept. 1, 1989 and March 31, 1990.

CHART THREE

Placement of Children receiving services from Family and Social Services

Placement	Number of Children
Parent's Home	3,695
Relative's Home	361
Foster Home	2,456
Group Home	352
Adoption Home	144
Residence/Institution	509
Compulsory Care	8
Detention	12
Other	318
TOTAL	7,855 [1]

[1] Figures do not include those children receiving Handicapped Children's Services.

CHART FOUR

Contracted Group Homes by Region, March 31, 1990

Northwest	6
Northeast	4
Edmonton	31
Central	6
Calgary	25
South	4
TOTAL	76

CHART FIVE

Number of Children in Institutions by Region, March 31, 1990

Northwest	34
Northeast	31
Edmonton	219
Central	39
Calgary	158
South	48
TOTAL	529

3 PREMIER'S COUNCIL IN SUPPORT OF ALBERTA FAMILIES

Twenty-five thousand people attend the first Family Day celebration

The Premier's Council in Support of Alberta Families was announced in the Speech from the Throne in February 1989. The chairman of the Council, Stockwell Day, was appointed in February 1990. Eleven board members representing a broad cross-section of the Alberta public were introduced shortly after.

The mandate of the Council is to act in an advisory capacity with respect to government policies, programs and services which may impact family life in Alberta.

Specifically, the Council will:

- seek practical advice from all Albertans on how government can strengthen families;
- help create public awareness on matters of interest and concern to families;
- recommend ways to encourage partnership among public, private and volunteer organizations that serve families;
- advise the Minister on impacts on the family associated with proposed government initiatives; and,
- assist the government with other activities deemed important to the Minister.

An interdepartmental committee has been established to work with the Council to develop a family policy grid against which all government legislation, policies, programs and services will be assessed. Initiatives are also under way to ensure public awareness, involvement and consultation. The Lieutenant Governor's Conference–Celebrating Alberta's Families–brought together 500 Albertans to discuss a broad range of family issues which culminated in a report which will form the basis for community discussions and recommendations.

The first ever Family Day was celebrated on February 19, 1990, with the distribution of information packages to schools and municipalities. A Family Fair featuring entertainment and displays of services to families attracted 25,000 people to the Convention Centre.

CHART SIX

Facilities (other than Day Care Centres) Licensed under the Social Care Facilities Licensing Act as of March 31, 1990

Type of Facility	Number licensed	Capacity
Nursery Schools	459	10,883
Programs for School-age Children	397	10,669
Adult Social Care Facility	256	4,870
Children's Social Care Facility	141	1,588
Licensed Foster Homes	132	706
TOTAL	1,385	28,716

CHART SEVEN

Licensed Day Care Facilities as of March 31, 1990

	Day Care Centres		Licensed Family Day Homes	
Region	number of facilities	number of spaces	number of facilities	number of spaces
Northwest	23	1,044	9	51
Northeast	22	872	8	48
Edmonton	316	14,339	17	100
Central	48	2,145	5	27
Calgary	217	12,551	33	198
South	43	1,888	1	6
TOTAL	669	32,839	73	430

4 FAMILY SUPPORT SERVICES

Day Care

White Paper on Day Care Program released

The purpose of the Day Care program is to set and enforce minimum standards in licensed day care facilities and to provide financial assistance on behalf of families who use formal day care services. The service provides financial assistance to day care facilities and low income families through the provision of operating allowances, low income family subsidies, administrative fees and funding for the integration of disabled children in day care.

In 1989-90 a new streamlined series of policies for the income-tested Child Care Subsidy Program were introduced. Accompanying these changes was the introduction of a self-application process for parents requiring low income subsidies for child care.

Other key activities include:

Payment and licensing enhancements of the Day Care Information System were introduced resulting in a faster, more efficient payment system;

The Day Care Regulation was amended in August, 1989, in order to revise the definition of a family day home. The maximum number of preschool children who may be cared for in a family day home changed from three to six;

A new, revised Family Day Home Policy manual was approved and introduced. It will be used for regulating the standards of day care in approved family day homes providing services under the direction of family day home agencies contracted with the government;

Monthly rates in the Child Care Subsidy Program were increased on September 1, 1989, for the first time in 10 years. The maximum rates increased from $240 to $280 per month, with the parent continuing to pay a minimum of the first $40 of child care;

Contracted day home agencies' administrative fees were increased for the first time in eight years; children from birth to 35 months, $103; and children 36 months and over, $65;

"Meeting the need...A fairer, better system for Albertans," a White Paper on the Alberta's Day Care Program, was released March 6, 1990. This report outlined the government's intention to introduce the first comprehensive staff training requirements for day care centre staff. Also included in the report was the government's intention to transfer a majority of funding from the Operating Allowance Program to the Child Care Subsidy Program in order to provide greater benefits for lower income families who need child care services outside the home. Following significant public consultation into the next fiscal year, the government plans to introduce these important reforms. A project manager position was staffed in anticipation of these changes;

A comprehensive policy requiring criminal record checks for newly hired staff and service providers in day care centres and family day homes was introduced September, 1989; and,

Increased resources were made available for the audit of day care centres who receive Operating Allowance funding. This funding is tied to maintaining regulated staff: child ratios. This is a joint initiative of Day Care Programs and Resource Management Services designed to enhance accountability for public funds allocated to day care centres.

CHART EIGHT

Approved Family Day Home Services (non-licensed)

Region	Number of contracted agencies	Annual average enrolled children
Northwest	11	379
Northeast	12	482
Edmonton	17	2220
Central	14	702
Calgary	13	1335
South	18	694
TOTAL	85	5,812

Family and Community Support Services

Volunteers provide more than 1.7 million hours of support to Family and Community Support Services

Family and Community Support Services (FCSS) is responsible for helping communities to promote the social, physical and mental well-being of Albertans. The goal of the program is to develop a partnership between the provincial and municipal governments, or other local authorities, to help create conditions in Alberta's communities that will strengthen and improve family and community life. Through Family and Community Support Services, communities may design and deliver programs to prevent social breakdown, to promote well-being, and to strengthen volunteerism. Municipalities, improvement districts, Indian bands, Metis settlements, and national parks are eligible to operate local FCSS programs.

Funding is provided on a cost-shared basis, with the province contributing up to 80 per cent and the municipalities 20 per cent. The focus is on local programming with each community responsible for setting its own priorities and developing services based on local needs.

Funds allocated to municipalities during the 1989-90 fiscal year were: $5,944,863 for administration and planning; and $28,710,950 for direct FCSS funding.

Key activities include:

There were 144 municipal provincial agreements in effect, with programs serving 92 per cent of all Albertans;

Community programs included after-school care, meals on wheels, youth outreach, centres for seniors, family life education, home support, volunteer development, and information and referral services; and,

The concept of volunteers working in FCSS communities continued to receive widespread support. In 1989-90, volunteers provided more than 1.7 million hours of support, or the equivalent of 1,000 person-years.

CHART NINE

Average Monthly Family Relations Case loads

Region	1988-89	1989-90
Northwest	661	1,076
Northeast	837	1,560
Edmonton	5,921	6,085
Central	1,247	2,006
Calgary	1,792	2,491
South	856	1,271
TOTAL	11,314	14,489

Family Relations

New "Parentage and Maintenance Act" in the works for Family Relations

The Family Relations program helps families resolve legal issues related to marital breakdown, including disputes over custody of, or access to, children. It assists families in obtaining appropriate maintenance orders and agreements when necessary. The program also assists in establishing the paternity of children born out of wedlock.

The four basic areas under the Family Relations Program are:

1) Maintenance Services–Separated/ Divorced Persons (those in receipt of Social Allowance, as well as those not in receipt of Social Allowance);

2) Maintenance Services–Children of Unmarried Parents;

3) Court Services; and

4) Custody investigations.

Key activities include:

The production and circulation of a new Family Relations Program manual incorporating all changes to programs and procedures since the last printing in 1984;

Ministerial approval for the addition of 35 positions, enabling Family Relations to provide equitable service to all Albertans, as well as significantly increasing revenue for the Crown in terms of subrogated maintenance orders and Social Allowance offset;

Ministerial approval to draft a new Act, tentatively titled "The Parentage and Maintenance Act" to replace the Maintenance and Recovery Act. The Act removes contentious issues surrounding the Charter of Rights and Freedoms and eliminates the discriminatory distinction of illegitimacy concerning a child's right to maintenance;

A Queen's Bench Custody Mediation Program was established in Edmonton and Calgary. This program offers mediation as an alternate dispute resolution to couples in conflict over custody of and access to their children; and,

An evaluation of the Family Relations Program by Evaluation Services in cooperation with Family Relations Program staff was completed.

CHART TEN

	1988-89	1989-90
Revenue and Social Allowance Offset Maintenance collected by the Maintenance Enforcement Program on subrogated orders registered by Family Relations personnel	$6,955,000	$8,670,000
Maintenance paid directly to Social Allowance recipients and deducted from Assistance issued	$6,714,000	$7,281,000
TOTAL	$13,669,000	$15,951,000

CHART ELEVEN

Information requests, The Office for the Prevention of Family Violence, 1989-90

Received from:	% 1988-89	% 1989-90
Professional/Community Organizations	47	40
Government	28	33
Public	8	11
Educational Institutions	11	9
Students	4	5
Media	2	1

Office for the Prevention of Family Violence

Striving towards greater public awareness

The Office for the Prevention of Family Violence provides support and leadership in developing an effective approach to the problem of family violence in Alberta. The Office provides information, education, consultation, referrals and funding in response to the growing concern with the abuse of women, children, men and elderly persons within the family unit.

In order to increase the awareness of family violence throughout the province, the Office acts as a reference and distribution centre for information. As of April 1990, the Resource Centre contained over 4,000 items on family violence and distributed more than 30 different publications on family violence related topics. From April 1, 1989 to March 31, 1990, the Office distributed 119,283 items in response to 2,173 requests for information. This demand for services has increased steadily over the past several years.

Other key activities include:

Alberta communities responded to the Minister's challenge to get involved in preventing family violence during the third annual Family Violence Prevention Month. Community projects and media involvement helped increase awareness of the problem and generated greater enthusiasm for on-going community activities;

With an increased focus on prevention in 1989, the Office updated many existing publications and included additional promotional materials in the Family Violence Prevention Month kit, which was distributed to communities across the province;

Due to the interest and growing commitment of community groups and individuals throughout the province, new funding of $200,000 was made available to support innovative community-based family violence prevention projects. During Family Violence Prevention Month and throughout the past year, Community Project Funding supported 36 educational initiatives and 14 demonstration projects;

The Office participated in a National Forum on Family Violence and a National Workshop on Child Sexual Abuse. The Office coordinated Alberta's input into the development of national strategies to address these problems; and,

Family Violence Prevention continued to produce and distribute the quarterly newsletter FOCUS, highlighting such issues as the abused immigrant woman, family violence in rural communities, and native issues.

Women's Emergency Shelters

Six new women's emergency "satellite shelters" established

Women's Emergency Shelters are designed and operated for women and their children who are in need of emergency accommodation. Safe, short-term and supportive environments are available to women who are abused or in other crisis situations.

Shelters provide 24-hour support services and accommodation for up to 21 days. Second stage housing offers apartment suites for up to six months. Both are operated by community organizations and funded by Alberta Family and Social Services.

Key activities include:

New funding of $270,000 was made available to community groups to support the establishment of six new satellite shelters in Lac La Biche, Fairview, Grand Cache, High Level, St. Paul and Whitecourt. These facilities provide abused women and their children with short-term crisis accommodation for up to seven days. In addition, the satellites offer a range of services according to community needs, funded both by the government and the community;

Financing was made available for the development of a new eight to ten bed shelter in Peace River to be opened during the 1990-91 fiscal year; and,

Additional funding of $736,000 was provided to the 14 existing women's emergency shelters for basic emergency services, increased staffing and higher staff salaries. This increase brings the total expenditures for shelters and satellites to $5.1 million.

CHART TWELVE

Number of Available beds and admissions in Community-based Women's Emergency Shelters; January to December, 1989

Region	Admissions		Non-admitted	
	Beds	Women	Children	Children
Northwest	27	390	421	300
Northeast	51	452	721	250
Edmonton	87	788	1,308	385
Central	35	453	645	200
Calgary	64*	843	1,098	307
South	39	309	410	131
TOTAL	303*	3,235	4,603	1,573

*Plus 14 second stage housing suites.

5 INCOME SUPPORT SERVICES

Social Allowance

Program encourages Albertans to reach highest level of financial self-sufficiency

Social Allowance is the largest single program in Family and Social Services. It accounts for more than half the Department's total budget.

Benefits in the program include payments to clients for food, clothing, household goods and shelter, as well as for other approved needs such as transportation, laundry, telephone, special diets, and coverage for dental, medical, optical and funeral services. Clients are also referred to employment and client support services, which may help them find work and become financially self-sufficient.

The mandate of the Social Allowance program is to ensure that every person in Alberta who is in need, receives financial and health benefits that meet the basic necessities for health and well-being, as defined in legislation. The program encourages Albertans to reach the highest level of financial self-sufficiency that they can.

About 18.7 per cent of Social Allowance clients are not required to seek employment, due to physical or mental handicaps. Most of the people in this group are single. More than 2,000 of them would qualify for Assured Income for the Severely Handicapped, but need Social Allowance money because of exceptionally high expenses related to their disability or because they support families.

One change for Social Allowance, effective September, 1989, was that payments received by a person under the Japanese Canadian Redress agreement were exempt from determination of the resources of that person.

Other key activities include:

The provincial Social Allowance average monthly case load dropped to 67,214 (down approximately one per cent from 1988-89), excluding benefits for children in need and transient clients. The average monthly case load for the Social Allowance with the handicap benefit increased by 27 per cent (from 1,701 in 1988-89, to 2,162 in during the past fiscal year). The average cost per case rose five per cent (from $762 in 1988-89 to $799 in 1989-90).

The Department signed an agreement with the Alberta Dental Association, effective January 1, 1990; and,

Also effective the first of January, 1990, was a contract with the Alberta Association of Optometrists.

CHART THIRTEEN

Average Monthly Social Allowance Case Load by Category, 1989-90

Client category	NW	NE	EDM	CEN	CAL	SOU	TOTAL
Age (over 60)	241	201	1,715	308	1,296	215	3,975
Single Parent	1,748	1,388	10,325	2,818	6,457	1,712	24,447
Phys. Ill Health	704	618	4,205	1,110	2,848	614	10,099
Mental Ill Health	99	70	1,129	278	766	120	2,460
Employable	1,802	1,230	11,341	2,742	7,225	1,893	26,233
TOTAL	4,593	3,507	28,715	7,256	18,591	4,553	67,214
Children in Need	376	317	691	233	304	137	2,058
Transients							500

Fraud Program completes a record number of investigations

The Fraud Investigation Program, under the auspices of the Social Allowance Program, has a primary mandate "to investigate cases of alleged program abuse with a view to preferring criminal charges against those recipients who are proven to have deliberately defrauded the program."

The secondary goal of the program is to minimize instances where recipients are unlawfully in receipt of benefits through early fraud detection and prevention programs. (Early Fraud Detection is defined as: the early detection and elimination of instances of client ineligibility.)

Two-thousand sixty-one (2,061) public complaints of alleged program abuse were recorded by the regional fraud units (There were 1,437 received the previous fiscal year).

Other key activities include:

There were 2,414 cases of suspected program abuse referred by district offices for investigation. District offices become aware of suspected abuse through caseworkers' observations, complaints from the public, or information received from other departments or agencies;

A total of 2,738 cases of suspected program abuse were accepted for investigation. These referrals are received from district offices, other funding departments and agencies, and other enforcement agencies;

There were 2,542 investigations completed during the last fiscal year.

Criminal Prosecution Activity

Criminal Prosecution Activity in the Fraud Investigation Program, saw criminal charges preferred on 183 files, a 20 per cent increase over 1988-89 figures. One hundred and thirty-seven (137) criminal convictions were registered, up 38 per cent from the last fiscal year. There were 108 cases on which charges had been preferred that were still in the court system at the end of the fiscal year. Criminal charges on 21 cases were dismissed or stayed due to unavailability of essential witnesses or documentation, or for other reasons.

Eligibility and Benefit Verification Initiative

This initiative, implemented province-wide in April 1988, provides for an independent review of files and client circumstances to ensure clients receive the benefits to which they are entitled. The initiative is aimed at reducing error rates and program abuse in income support programs. For 1989-90, nearly 14,000 files were reviewed and findings indicate that client, administrative and total error rates dropped significantly over the previous year.

Address Verification was a short-term initiative proposed as a response to the Eligibility and Benefit Verification (EBV) findings that between 20 and 25 per cent of all cases selected could not be verified.

Approximately 13,000 files were randomly selected from the four district offices that had the highest rate of unverified files, to be reviewed by 33 EBV officers. The results of this initiative will be used in the development of alternative methods of verifying client residences.

An electronic data base exchange between the Students Finance Board and Alberta Family and Social Services identified clients common to both areas. EBV staff were involved in the initial review of files for those clients identified as common to both departments.This exchange will be an on-going process to help reduce the occurrence of overpayments to clients by providing information necessary to effect more timely file closure for those clients receiving Student Finance Board funding.

A conservative estimate of total cost benefit from all Eligibility and Benefit Verification activities is $2.25 million.

Employment Support Services to Social Allowance Recipients

Helping social allowance recipients to become more self-sufficient

This group of programs assists people receiving Social Allowance benefits to become self-sufficient, through training and employment support. Programs are offered jointly with the federal government (Canadian Job Strategy) or with Alberta Career Development and Employment (Employment Skills Program, Employment Alternatives Program) or with private contractors (Job Finding Centres). Family and Social Services either provides funding, or assists with the administration of the programs, all of which are intended to help Albertans receiving Social Allowance to find employment or improve their job skills.

The Employment Skills Program, funded by Alberta Career Development and Employment, and delivered by Alberta Family and Social Services, in 1989-90 was budgeted at $5.1 million. For six month projects, participants earned an hourly wage of $6, with training costs up to $1,000 covered under the program.

In 1989-90 the Employment Alternatives Program's (EAP) budget, including both wage subsidy and pre-employment initiatives was $16 million. This represents Alberta's commitment under the Canada-Alberta Accord to Enhance Employability.

Canadian Jobs Strategy is a federally-funded initiative that helps Social Allowance clients to find work. In the last fiscal year, this program received $16 million under the Canada-Alberta Accord to Enhance Employability.

Job Finding Centres, run by private contractors, provide three weeks job search instruction to participants who receive a training allowance. There are Job Finding Centres in Edmonton (2), Calgary (1) and Red Deer (1).

CHART FOURTEEN

Social Allowance Clients Receiving Services from Employment Support, 1989-90

Initiative	Number of Clients
Employment Program	3,117
Canadian Jobs Strategy*	1,712
Job Finding Centres	1,930
Employment Skills Program	1,490
TOTAL	8,249

*Participation resulting from the $16 million under the Canada/Alberta Accord only

Shelters for Homeless Adults

Edmonton Joint Planning Committee on Housing formed

Adults who are temporarily unemployed and in need of assistance receive temporary accommodations and meals through this program. There are four community-based and two Departmental-operated residences throughout the province that provide sheltered environments in which clients can regain and maintain their health and social functioning skills.

Community agencies in Edmonton are the Urban Manor and the Women's Emergency Accommodation Centre.

Department facilities are the Single Men's Hostel and the Gunn Centre (this centre provides longer term support for clients unable to benefit or qualify for other social service programs).

In the Northwest, the Salvation Army operates a short term facility for homeless men called Wapiti Lodge. Calgary has one short term facility, the Single Men's Hostel, which has been operated by the Salvation Army since January 1989.

In the 1989-90 fiscal year, the "Edmonton Joint Planning Committee on Housing," sponsored by the provincial and municipal governments was formed. This two year study, which will examine social housing needs within the city of Edmonton, is chaired by Alberta Municipal Affairs and includes representatives from inner-city agencies, the City of Edmonton, and a number of provincial departments. Alberta Family and Social Services is a major participant.

This truly coordinated effort will be required to address the identified need for more than 800 social housing units over the next five years. The need for women's shelters and juvenile shelters is included and it is expected that recommendations for 1991-92 will begin to address these areas as well as the low-income housing market.

A similar needs study has been completed for the city of Calgary and it is expected that the joint planning approach will again be used to address the city's social housing needs.

CHART FIFTEEN

Average Monthly Case Load, 1989-90

Region	[1]AISH	[2]S'all Clients with handicap benefit	[3]Modified AISH	TOTAL
Northwest	981	157	39	1,177
Northeast	1,134	151	60	1,346
Edmonton	5,356	774	314	6,444
Central	1,690	232	50	1,972
Calgary	3,595	707	219	4,520
South	1,369	141	86	1,595
TOTAL	14,125	2,162	767	17,054

[1] Clients receiving AISH of up to $720 per month.
[2] Clients eligible for AISH but with basic needs exceeding the maximum provided under AISH and therefore in receipt of Social Allowance with the handicap benefit.
[3] Severely disabled clients living in designated facilities receiving the per diem costs and a handicap benefit.

Alberta Assured Income Plan

Assured Income Program supplementing seniors in Alberta

Alberta Assured Income Plan (AAIP) provides an income supplement to seniors in Alberta who also receive federal money from the Guaranteed Income Supplement. The program provides benefits of between $10 and $95 per month, depending on the amount received from the federal program.

Forty-three per cent of Alberta's senior citizens receive AAIP. Over 20% of single recipients receive the maximum benefits, while less than seven per cent of couples receive the maximum. Approximately 58% of AAIP clients are single while 32% are couples that have both members receiving AAIP. The average monthly case load in 1989-90 was 91,663 (up about 0.3 per cent from the previous fiscal year).

Assured Income for the Severely Handicapped

AISH Initiatives aimed at reducing rate of program growth

The purpose of this program is to provide an assured income for severely and permanently handicapped adults. It is designed as an income-tested alternative to Social Allowance for people who have reached their full potential for training, rehabilitation or gainful employment.

Significant administrative reforms were introduced to the AISH program in 1989-90, with the aim of reducing the rate of program growth and ensuring consistent and effective delivery of the program. Among these reforms was the publication of the first, separate AISH policy and procedures manual for the use of delivery staff.

A completely new application procedure which emphasizes obtaining more complete information was introduced. At the same time, a new medical report was introduced.

Other initiatives include: the training of all staff and orientation of citizen's appeal panel members; reduction of the number of AISH appeal panels: a pilot project with the Department of Career Development and Employment in the northern half of the province, to have that Department assess selected AISH applicants to determine their suitability for Vocational Rehabilitation of Disabled Persons services; and, publication of new information material on the program.

Policy amendments include: changing the method of AISH support to provincially-run residences for the handicapped; changing the treatment of lump-sum retroactive payments of federal benefits; clarifying the treatment of farm and business income; ensuring equitable treatment of married clients where the AISH recipient is resident of a facility such as a nursing home; and facilitating the recovery of overpayments.

Widows' Pension

Sponsored "lifetime" immigrants deemed eligible for Widows' Pension

A major policy change was introduced in 1989-90 affecting immigrants. Sponsored immigrants who arrived in Canada prior to 1979 under "lifetime" sponsorship agreements were deemed to be eligible for Widows' Pension benefits. All Canadian citizens were deemed to be eligible for Widows' Pension benefits, regardless of what sponsorship terms they were under when they entered the country.

The purpose of the program is to provide financial benefits and coverage for medical, optical and dental services to widows or widowers, aged 55 to 64, to protect them from the loss of income caused by the death of their spouse.

In 1989-90, the maximum monthly benefit was $720. About 75 per cent of the clients now receive their benefits through electronic transfer, directly into their bank accounts. About 800 Widows' Pension clients receive only medical benefits and access to provincial housing subsidies.

Approximately 45 per cent of the clients are aged 55-59. Fifty-five per cent are between 60 and 64. The average monthly case load in 1989-90 was 3,317.

6 SERVICES TO PERSONS WITH DISABILITIES

Adult Services

"Claiming My Future" discussion paper released in Nov. '89

Adult Services provides an extensive variety of residential supports and employment support services both to Albertans who live with disabilities and to their families. Residential Services and Employment Support Services are both subsections of this area.

The services and future needs of Albertans who live with mental disabilities were studied by the Brassard Review Committee in 1988-89, and a report, titled "Claiming My Future: A person with mental disability today and tomorrow," was released in November of 1989. The Claiming My Future report recommends changes to ensure the availability and accessibility of supports for persons with mental disabilities. A toll-free telephone line was introduced in March 1990, in order to assist Albertans in providing comments on the report.

Three-hundred-and-sixty-thousand dollars ($360,000) was provided to operate a new rehabilitation program in Calgary for Albertans who have sustained brain injuries. The department now funds three community programs for people recovering from brain injuries.

Services to Persons with Disabilities has been re-organized. Many services for children and adults who have been disabled have been drawn together under a single management umbrella. Albertans with disabilities and their families will experience more coordinated service delivery.

Residential Services include community group homes, approved homes (room and board in private homes), outreach services, relief services and other supported living arrangements designed to assist people with disabilities to live in their communities.

Family and Social Services also offers both Employment Support Services and Developmental/Social Isolation Prevention Services for persons who live with a disability in the community or in an institution. The goal of these services is to assist individuals with disabilities to participate in, and contribute to, the social and economic aspects of the community on an equal basis with all citizens.

Employment Support Services are provided by contract agencies and two government operations. In 1989-90, community agencies served 2,765 people, most of whom were labeled mentally disabled. Michener Centre served a total of 125 people.

Developmental/Social Isolation Prevention Services are now being defined as pre-vocational and lean more towards a person's individual development. Contract community agencies served 295 people in the last fiscal year, while Department operated programs served 264.

Alberta Family and Social Services coordinates a comprehensive rehabilitation program under the Federal/Provincial Vocational Rehabilitation of Disabled Persons Agreement. In 1988-89, the program served 38,377 Albertans with disabilities and generated revenue for the Provincial Treasury of nearly $15 million.

Both "Claiming My Future", and the "Premier's Council on the Status of Persons with Disabilities Action Plan" have recommended that all Employment Support Services be integrated into regular systems so that persons with disabilities have access to the range of services available to the general population.

Handicapped Children's Services

Helping children remain with their families

The Handicapped Children's Services (HCS) program assists families with the extraordinary demands and costs which have resulted from their child's handicapped condition. The primary purpose of the program is to keep children at home with their families, or where that is not possible, within thier home community. HCS provides funds for a variety of services that are delivered by community-based groups, including professional practitioners. Funds are reimbursed to the family of the child, or paid directly to the service provider under an agreement negotiated with the parents by an HCS worker.

Ninety-three per cent of the children served by the program live in their family homes. Historically, the percentage of children living outside the family home has decreased, which is in keeping with the mandate of the program.

Key activities include:

Handicapped Children's Services was transferred to Services to Persons with Disabilities as part of the Department's consolidation of services to individuals with disabilities. HCS's regional structures were also consolidated with Services to Persons with Disabilities; and,

Some refinements were made to HCS program/policy, including the establishment of a provincial advisory committee to enhance equity in this program.

CHART SIXTEEN

Services to Persons With Disabilities, Service Usage by region

	NW	NE	Edm	Cen	Cal	Sou	Total
Group Homes	58	64	303	141	280	74	920
Proprietor Based Services	13	3	49	53	88	22	228
Supported Living Arrangements	72	0	215	0	120	122	529
Relief Services	12	32	700	56	444	82	1,326
Outreach Services	56	203	1,253	268	405	193	2,378
Individual Case Planning	210	250	177	350	580	122	1,689

CHART SEVENTEEN

Handicapped Children's Services Cases as of March 31, 1990

Region	Case load	Percentage
Northwest	447	8.7
Northeast	289	5.6
Edmonton	1,650	32.1
Central	624	12.2
Calgary	1,701	33.1
South	428	8.3
TOTAL	5,139	100%

Public Guardian

Operations manual developed for Public Guardian

The Public Guardian program is mandated by the Dependent Adults Act. This Act enables the appointment of guardians for adults who are unable to care for themselves and make reasonable judgements in respect of personal matters. It also provides for the appointment of Trustees to manage financial affairs. Most people with guardians are mentally disabled or elderly.

Individuals, usually family members, apply to the Surrogate Court for guardianship or trusteeship orders. Where no relative or friend is willing, able, and suitable, the Public Guardian and/or Public Trustee may be appointed.

An operations manual outlining procedures and guidelines for delivery of Public Guardianship services was developed in 1989-90.

Functional assessment measures for potential dependent adults were investigated, and new Guardianship Information Assessment forms were developed for a one year test period.

The Public Guardian co-sponsored a workshop on behavior management which was attended by government and agency personnel as well as individuals with handicaps and their parents/guardians.

7 SECRETARIATS

Senior Citizens Secretariat

11,000 information requests received

The Senior Citizens Secretariat provides information and assistance in the coordination of programs and services for older people. As of July 1989, the Director of the Secretariat reports to the Deputy Minister.

The Secretariat gathers and provides information about aging, demographics, and the use and funding of services for persons aged 65 and over in Alberta. During the year, the Secretariat handled approximately 11,000 requests for information, close to half of which came from senior citizens.

The Secretariat serves as the administrative arm of the Provincial Senior Citizens Council, a government-appointed body, which as of January 1990, is known as the Seniors Advisory Council for Alberta. The following booklets and papers, among others were published under the Council's name: Programs for Seniors, the On Aging Series, Older Albertans 1988, and the Proceedings of two Community Forums on Women and Aging.

The Secretariat, with the advice of the Council, provides an annual operating grant to the Alberta Council on Aging, a province-wide voluntary association, and temporary grants for research, education and special projects on aging. Grants totalled $270, 637 in 1989-90.

The Secretariat assisted with the coordination of programs and services by serving on the Interdepartmental Committee on Long Term Care and its related committees and convening, on a bimonthly basis, for information exchange, an Interdepartmental Committee on Senior Citizens.

CHART EIGHTEEN

a) Numbers of Applications in the Court for Guardianship, under the Dependent Adults Act, 1989-90

	Public	Private	Total
TOTAL	145	1,184	1,329

b) Dependent Adults under Guardianship, 1989-90

Region	Public	Private	Total
Central/Michener	805	1,694	2,499
South/Calgary	505	1,978	2,483
North/Edmonton	456	2,587	3,043
TOTAL	1,766	6,259	8,025

Appeal and Advisory Secretariat

An "effective system of citizen appeal"

The Appeal and Advisory Secretariat is an autonomous body responsible to the Minister. It is the mandate of the Secretariat to develop and maintain an effective system of citizen appeal and advisory committees, councils and task forces.

Persons who are affected by decisions made by Social Services staff, and who have concerns, can bring requests to be heard to this Secretariat. This Secretariat, established in 1982, has an identity independent from program areas, because of its own reporting lines to the Office of the Minister, and its own budget.

CHART NINETEEN

Appeal and Advisory Secretariat: Appeal Statistics

Program	Number of Appeals	Reversed	Upheld
AISH	6,775	1,851	3,408
S'Allowance	965	467	209
Widows' Pension	11	7	4
TOTAL	7,751	2,325	3,621

REGIONAL OPERATIONS

A decentralized delivery system

Alberta Family and Social Services has a decentralized delivery system that is based on 52 district offices, spread throughout the province and administered by six distinct regions. District offices are supplemented by a number of institutions and residential facilities, the largest being Michener Centre in Red Deer. The Department also makes extensive use of contracts and grants with private agencies or individuals in order to provide a wide range of services for clients.

NORTHWEST REGION

Northwest Region covers more than 40 per cent of the province's land area but only 10 per cent of population

Covering more than 40 per cent of the Alberta's land area but only about 10 per cent of its population, the Northwest Region is for the most part a rural area with isolated communities.

The 1989-90 fiscal year saw a Residential Resources review that will provide information on future direction for a continuum of Child Welfare services in the region. Child Welfare group homes were upgraded in the areas of staffing and training.

A pilot program called SPECTRUM, which is based in the Grande Prairie District Office, more effectively coordinates Mental Health service to residents of the Northwest Region.

Other key activities include:

An Income Support Services initiative developing Program and Recording Standards, as well as development of a monitoring tool and system;

The establishment of a Foster Home Recruitment work-group, involving foster parents, community members and staff; and, in keeping with the Framework Agreement between the Government and the Metis Association of Alberta, the Northwest has undergone a preliminary planning session with local zones to develop joint action steps to improve communication and working relationships so that quality services may be or continue to be provided to the Metis population of the Region.

A lap computer pilot program, that allows social workers to access vital information from the mainframe computer while in their vehicles, has been expanded. There are currently three District Offices using the lap computers.

NORTHEAST REGION

Northeast Region moves toward a non-institutionalized child care system

The Northeast Region serves 166,000 people who mainly live in small towns or on farms. The two major cities in the area are Fort McMurray and Lloydminster. Main industries in the region include farming in the south, oil and gas in the north and east, and forestry and tourism in the central areas.

CHART TWENTY

Average monthly case load-Northwest Region

Services	1988-89	1989-90
Social Allowance	4,930	4,593
Social Allowance with handicapped benefit	95	157
Children in Need-Social Allowance	386	376
AISH and Modified AISH	1,030	1,020
Day Care Subsidy	378	324
Handicapped Children's Services	437	454
Family Relations	661	1,076

In 1989-90 a regional review of Children's Mental Health Services was initiated to examine expenditures by District Office, allowing for more control of fee-for-services expenditures.

Applying the "Community Involvement Concept," Northeast worksite staff met with clients, vendors, foster parents and single parent groups in 1989-90, to both resolve issues and improve services.

A review of the Financial Procedures Manual was completed at each worksite. Supervisors and Office Managers were involved in this review with a goal of increasing their understanding of the financial responsibilities and systems.

Other key activities include:

Major adjustments to the Family Relations Program, improving delivery and providing greater program visibility. All worksites were audited and files either closed or "actioned." Staffing requirements were reviewed and realistic goals for ongoing casework standards were set;

The Region continued to move toward a non-institutionalized system of child care by increasing Parent Counsellor Homes, developing foster home support services and developing special needs adoption supports;

One hundred and thirty people took part in a "Direction for the 90s– Services to Persons with Disabilities" planning session. The group used "Claiming My Future" and the "The Premier's Council" as general directional documents. The goal of the session was to develop a better sense, a blueprint, of the Region's direction in the 90s;

The Region helped Saddle Lake Reserve develop their own community-based child welfare services;

Bonnyville FCSS and the Vegreville Crisis Association were awarded demonstration projects by the Family Violence Prevention program.

CHART TWENTY-ONE

Average monthly case load-Northeast Region

Services	1988-89	1989-90
Social Allowance	3,520	3,507
Social Allowance with handicapped benefit	114	151
Children in Need-Social Allowance	310	317
AISH and Modified AISH	1,280	1,194
Day Care Subsidy	416	372
Handicapped Children's Services	262	282
Family Relations	837	1,560

EDMONTON REGION

Transitional "host family" for children in crises developed and implemented

The Edmonton Region serves the largest regional population. With the highest client demand, the region also offers a correspondingly large number of programs and services. The population base is mainly urban but also includes some remote areas.

Over the past year, this Region developed and implemented a transitional "host family" to accommodate children in crises who are awaiting long-term placement outside their own home. And, in conjunction with a community agency, has developed an alternative parenting model home program for severely disabled and behaviorally challenging children who cannot be serviced by traditional foster care families.

The Edmonton region also established a planning committee of agency personnel and parents of persons with autism to draft a vision paper on future services for autistic persons within the region.

Edmonton Region's Residential and Vocational Services division initiated the development of an improved tool for the Peer Review Evaluation

Process, to ensure individuals receive appropriate services. This process was implemented in the last fiscal year.

A Leisure Integration Project, giving dependent handicapped persons a recreational option, and a school program for dependent handicapped children at Rosecrest Home were also developed.

In the fall of 1989, the Edmonton Region assigned a social worker in each of the four urban Income Support District Offices to a specialized case load of 16 and 17 year old clients.

In keeping with the focus on employment for social allowance clients, the Edmonton Region has four Employment Support Services consultants assigned to the Urban Income Support District Offices. These consultants help to facilitate opportunities for clients entering into training and/or employment. In addition, one Employment Support Services consultant has been assigned to provide service to the regions and suburban offices.

Each of the four urban Income Support District Offices in the Edmonton Region has assigned a representative to liaise with the Food Bank in order to address client and community concerns.

Child Welfare Services guidelines were developed (and implemented January 1, 1990) for the purchase of services provided on a fee-for-service basis. The guidelines cover payment for services of psychologists and clinical social workers, community youth workers, drivers and homemakers;

In the fall of 1989, the Edmonton Region initiated development of a three to five year plan for Child Welfare Services with a mandate of identifying and priorizing service needs. Information has been collected from the community and from staff in the region. Recommendations have been drafted for consideration;

A three year plan providing direction for Native Services within the Edmonton Region was developed. After consulting with the native community, eight objective statements for native Child Welfare Services were identified. These objectives are: increased awareness and understanding of the native culture among Regional personnel; increase in the number of native personnel and caregivers in Regional Child Welfare Services; creation of a data base for planning and management of native Child Welfare Services; in consultation with the native community, develop a means of monitoring and evaluating native Child Welfare Services; development of resources and services for native people; development and implementation of permanency plans for all native children in care; development of pre-employment services for native youth and/or families of children receiving Child Welfare Services; and collaboration with native groups to facilitate the transfer of responsibility for native Child Welfare Services.

Other key activities include:

Day Care Licensing has continued to establish an on-going dialogue between the Department and the day care community, and ensures accountability for public funds. Information sessions held in November and December, 1989, invited day care operators to discuss program planning in day care centres. Day Care Audits were introduced in the fall of 1989 and led to a number of

CHART TWENTY TWO

Average monthly case load-Edmonton Region

Services	1988-89	1989-90
Social Allowance	30,500	28,715
Social Allowance with handicapped benefit	729	774
Children in Need-Social Allowance	728	691
AISH and Modified AISH	6,420	5,670
Day Care Subsidy	5,151	5,426
Handicapped Children's Services	1,390	1,563
Family Relations	5,921	6,085

on-going steps in refinement of process and procedures;

The Day Care Information System has been expanded to include all Social Care Facilities on the automated system in an easily accessible format, which has proven time effective and facilitates follow-up and cross referencing;

The Edmonton Region contracted with 17 Family Day Home Agencies, 11 of which were in the city of Edmonton. Those agencies contracted with 1,025 providers to serve approximately 2,650 children by year end; and,

Demand for services increased in Women's Shelters, particularly in the Edmonton area. Approximately 787 women and 1,311 children used the residential services of Women's Shelters in 1989-90. A new Satellite Women's Shelter was established in Grande Cache, in order to meet the needs of that community.

CENTRAL REGION

Child Welfare "File Review Process" introduced

As one of the six regions within Alberta Family and Social Services, Central Region provides social, employment, and income support services to the approximately 290,000 people residing in the area.

Several initiatives were undertaken in the region in the past year in an effort to ensure that the people who live in this region continue to have appropriate and effective services.

Some of these initiatives are:

Appointment of a full time regional foster care coordinator to provide support to the network of foster families. The region also assisted the Central Region Foster Care Council in developing a visual identity and promotional material for the council;

Introduction of a Child Welfare File Review Process. Regional involvement with children and families was reviewed by a regional team to ensure that services provided were appropriate and consistent with Child Welfare policy. The review also provided feedback to District Office staff regarding their Child Welfare practices. This review will be completed in all worksites in 1990-91;

Piloting of the Child Welfare Case Management Model in Wetaskiwin District Office. This model outlines specific requirements for Child Protection practice and will service as the standard in the province. Considerable on-site staff training was associated with this initiative which is expected to have positive benefits for children, families and staff;

Enhancement of adoption support services through the establishment of a Parent Preparation program. A Post-Adoption Community Supports position was also introduced;

Sexual Abuse counseling services were made available, through a contracted service, in Rocky Mountain House, Olds and Red Deer;

Implementation of LISA (Local Income Support Applications) was completed as part of the overall departmental move to streamline the administration of Social Allowance benefits;

Completion of changes to the Child Care Subsidy administration, as part of the overall provincial initiative. Individuals requiring Child Care Subsidy now apply through a Child

CHART TWENTY-THREE

Average monthly case load-Central Region

Services	1988-89	1989-90
Social Allowance	7,092	7,256
Social Allowance with handicapped benefit	147	232
Children in Need-Social Allowance	239	233
AISH and Modified AISH	1,661	1,740
Day Care Subsidy	888	845
Handicapped Children's Services	527	572
Family Relations	1,247	2,006

Care Centre in their local area and have payments processed through one regional worksite in Red Deer;

The Host Family Program offered in Red Deer was expanded. This program offers support and relief to families of a child with a disability in a way that strives to build-up and support the family's capacity to provide ongoing care for their child; and,

Completion of changes to he administration of the HSC program within the region. In keeping with provincial directions and departmental thrusts, responsibility for program policy and policy interpretation was changed from Child Welfare to Services to Persons with Disabilities. Combined with other administrative changes scheduled for 1990-91, this will increase the coordination of services to persons with disabilities.

Other key activities include:

There were 1,200 days of staff training/ development provided in the region. Particular attention was given to computer training, with 105 staff members involved in some form of computer training during the year. Training for Employment and Client Support Services staff was also emphasized during the year;

Several developmental assignments were established for managers and supervisors throughout the region; and,

A review of Regional management structure and responsibilities was conducted as part of an overall departmental realignment. The review resulted in the adjustment and clarification of specific roles, responsibilities and authorities of regional programs and operations mangers.

CHART TWENTY FOUR

Average monthly case load-Calgary Region

Services	1988-89	1989-90
Social Allowance	21,604	18,591
Social Allowance with handicapped benefit	516	707
Children in Need-Social Allowance	313	304
AISH and Modified AISH	3,984	3,814
Day Care Subsidy	3,916	3,182
Handicapped Children's Services	1,525	1,631
Family Relations	1,792	2,491

CALGARY REGION

Several child welfare service delivery programs revised

With a population of approximately 730,000, the Calgary Region contracts with over 80 independent agencies to serve the needs of approximately 19,500 Social Allowance clients, 4,000 children and adults with disabilities, and 1,400 child welfare clients.

In 1989-90, the region initiated the development and funding (by Alberta Career Development and Employment, and by Employment and Immigration Canada, respectively) of three lifeskills programs aimed at preparing income support clients to become training-ready, or job-ready. This region also kept the Job Club going by negotiating its continued funding through Employment and Immigration Canada.

The region also developed a comprehensive resource manual related to all employment and training opportunities in the region, and kept updated copies available for all front-line staff.

Other key activities include:

Services to Persons with Disabilities initiated and coordinated a Consumer Advisory Committee and Board of Directors Advisory Committee with the mandate of soliciting input from both consumers and boards as to how they want to be involved in regional planning. This area also initiated a committee with both government and community representatives to set standards and guidelines for individualized service providers and

brokers. A tender package was also launched in order to identify individualized service providers and brokers who meet standards and guidelines. This task is to be completed during 1990-91;

Services to Persons with Disabilities continued working towards the reduction of traditional group home and day program spaces, directing funding toward supporting clients in the community;

The Calgary Region Child Welfare area continued to develop a major volunteer program;

A quality assurance program including a policy compliance list, case quality review and client feedback plan was implemented; and,

Several child welfare service delivery programs were revised, in order to more effectively meet the needs of the community. Examples of this include the development of the SAFE House, a drop-in program for runaways and street children in Calgary.

SOUTH REGION

Family and Social Services collaborates to present Professional Development Day for front-line workers

The South Region continued to initiate innovative programs in 1989-90. The Community Care Program at Saamis Children's Centre in Medicine Hat continued to enhance its program to work with both children and parents on an out-patient basis. A number of groups were run in the community for clientele dealing with such issues as parenting skills and anger control. At Sifton Children's Centre, the After Care Program was re-named "Community Care" and its mandate established to deal with children and parents on a basis similar to the program at Saamis.

Another highlight for the South Region was the contracting of Wood's Homes of Calgary to provide a network of seven community living homes to serve high-need young people in care. These homes are located throughout the South Region and provide alternative community-based residential treatment services. The parents have completed an intensive training program which equips them with the skills and abilities required to be effective care givers as well as how to work with natural parents and their children.

Other key activities include:

An innovative training program for the South Region natives began in 1990. In cooperation with the Canada Employment and Immigration Centre, Family and Social Services launched a program of training and work experience that combines life style and skill training and follow-up with non-native employers. Retail sales, tourism and hospitality, office procedures and lifestyle training are offered to participants;

Family and Social Services and Lethbridge Community College joined forces to present a professional development day to community front-line workers in the rehabilitation field. One hundred and five representatives of virtually every agency in the Lethbridge area attended workshops featuring information on all aspects of the field of rehabilitation. A similar day is planned for the Medicine Hat area; and,

CHART TWENTY-FIVE

Average monthly case load-South Region

Services	1988-89	1989-90
Social Allowance	4,763	4,553
Social Allowance with handicapped benefit	120	141
Children in Need-Social Allowance	143	137
AISH and Modified AISH	1,439	1,455
Day Care Subsidy	891	852
Handicapped Children's Services	445	440
Family Relations	856	1,271

Three tragic teen suicides in Lethbridge early in the year provided the impetus for a full and open cooperation by five local departments and agencies in the city. Alberta Family and Social Services, Lethbridge Public and Separate School Boards, City Police and the Department of Health joined forces to ease public concerns. Relationships established at that time have proven invaluable in the ensuing months. Presentations to schools and other interested community groups are continuing. A two-part video presenting indicators of suicidal behavior was produced at the Lethbridge cable television station.

CHART TWENTY SIX

Client Data–Michener Centre, as of December 1989

	Number of clients
Admissions	7
Discharges	32
Deaths	20
Relief Admissions	20
Relief Discharges	19
TOTAL	103

CHART TWENTY SEVEN

Michener Centre–Number of Clients by functioning level, as of December, 1989

Functioning level	Number of clients
Borderline	42
Mildly Retarded	151
Moderately Retarded	226
Severely Retarded	243
Profoundly Retarded	456
TOTAL	1,118

CHART TWENTY EIGHT

Michener Centre–Client Source, as of December, 1989

Origin	Number of clients
Northwest	55
Northeast	80
Edmonton	382
Central	270
Calgary	227
South	76
Out of Province	28
TOTAL	1,118

MICHENER CENTRE

Michener Centre's "Client Advocate Program" now fully operational

Michener Centre is located in Red Deer and is the largest single facility operated by Social Services employing nearly a third of the Department's staff. Michener provides residential care, training and professional services for approximately 1,100 developmentally disabled people. Youngstown Home, a satellite facility located 135 kms. from Drumheller, also provides accommodation and developmental opportunities for up to 50 individuals.

The Centre consists of a variety of residential units including dormitories, apartments and group home settings. The Centre offers academic and vocational training facilities as well as a recreation complex with swimming pools, gymnasium, theatre and arts/crafts areas. This complex is also open to the public.

During 1989-90, staff and management implemented and refined a number of initiatives which have significantly improved the quality of life for Michener residents.

The Client Advocate Program is now fully operational and new Quality Assurance standards are in place which encourage individualization of living space, clothing, and possessions which have given residents a more personalized lifestyle. In keeping with the current trend to independent living, residents of Michener Centre are encouraged to become as self-sufficient as their capabilities will allow.

SUPPORT/ ADMINISTRATION

Family and Social Services is organized to deliver programs and services through six regions. It is responsible for developing policies and procedures for the programs and services it delivers. To do this, other support services are in place for developing program policies and for financial and personal administration.

PROGRAM POLICY DEVELOPMENT

The Program Policy Development Division has the leadership role for policy, planning and program development within the Department of Family and Social Services. It carries out this mandate with a great deal of communication, coordination and cooperation between the service delivery and operational support staff in headquarters and the regions.

The Division has four branches, each with responsibility for specific program areas. Two additional units provide legislative and planning services.

In 1989-90, Federal Provincial Arrangements (then called Federal Provincial Coordination Unit) transferred to Program Policy Development. This transfer took place April 1, 1989.

RESOURCE MANAGEMENT SERVICES

The Department's expenditures were $1.37 billion in 1989-90. This constitutes an increase of $96 million of 7.5 per cent over 1988-89. Department revenue, obtained principally through cost sharing agreements with the federal government, was $507 million (37 per cent of the Department's 1989-90 expenditures). An additional $6.6 million was collected by Family and Social Services from the Government of Canada on behalf of other departments. Also, $124.2 million was collected for all departments for Extended Health Care.

In 1989-90, Family and Social Services developed and implemented a formal planning, budgeting, allocation and reporting cycle which dictates how and when the Department plans its activities, budgets and allocates its resources, and reports results achieved. An extensive training program for managers will be implemented in 1990-91.

An agreement was signed, effective April 1, 1990, with Alberta Dental Services Corporation to make payments to licensed members of the Alberta Dental Association for authorized dental benefits provided to the Department's clients. Improved expenditure control and management reporting are significant benefits of this agreement.

Other key activities include:

An agreement was negotiated and signed with the Canadian Bankers' Association, major Trust Companies, Treasury Branches and Credit Unions to provide the financial institution community with protection against possible financial losses because of client fraud/forgery from cashing of Social Allowance/AISH cheques; and,

The Department commenced audits of day care centres in Edmonton and Calgary Regions to ensure claims for operating allowance were in accordance with the Department's policies. The audits were run over a period of a year and identified significant overpayments to some centres.

PERSONNEL SERVICES DIVISION

The Personal Services Division is responsible for the development and maintenance of all Department-wide policies and systems that ensure effective human resource management. Staffing, classification, performance appraisal, salary and benefits administration, LTDI (Long Term Disability Insurance), employee relations, manpower planning, occupational health and safety, and training and staff development are provided through headquarters and/or regional personnel offices.

Staff Development delivered 31 per cent more in-house training in 1989-90 than in the previous fiscal year. The management development program and key courses for Child Welfare Workers continued to be a priority.

Other key activities include:

There were 2,022 position classifications completed; 1,941 were bargaining unit and 81 management;

Major projects for the Staffing and Classification Branch included: the government-wide Administrative Support series review and implementation which impacted approximately 1,500 positions or employees; the design, development and implementation of centralized computerized organizational charts; and the transition to competency based qualifications requirements for Child Welfare social worker positions in order to enable the Department to hire from a broader education base; and,

The employee Relations Unit finalized the process of delegating authority throughout the Department. Employee Relations Officers participated as members of several negotiating committees during collective bargaining and formulated departmental proposals for negotiations.

FINANCIAL STATEMENTS

WHAT IS A VOTE?

A "Vote" is an authorization by the Legislative Assembly to make expenditures for a specific purpose, where such authorization is limited in amount and time.

When the amounts the government recommends for each program are anually approved, the funds are said to be voted. These amounts are listed by department and program in a Bill called the Appropriation Act. The Legislative Assembly votes or appropriates funds for each fiscal year. Any unexpected authority lapses at year-end. Funding authority is voted on a program-by-program basis.

A program is a distinct service to the people of Alberta. Program budgets follow direct costing principles by including costs directly associated with a program within that program's budget. A departmental activity which supports more than one program or which has a cost which is not clearly identifiable with any one program is budgeted in a Departmental Support Services vote. Other programs called Interdepartmental Support Services provide services to other government departments, as opposed to the public directly.

1 SOCIAL SERVICES EXPENDITURES 1989-90 – BY VOTE AND CONTROL GROUP ($000'S)

Grand Total: Votes 1, 2 and 3 (1989-1990 Actual)

Manpower	190,043
Supplies And Services	207,643
Grants	968,001
Fixed Assets	5,436
Other	124
TOTAL	1,371,247

(Source: Financial Services, Resource Management Services)

2 SOCIAL SERVICES EXPENDITURES 1989-90 – VOTE 1 ($000'S)

VOTE 1	Manpower	Supplies & Svces.	Grants	Fixed Assets	Other	Total
Minister's Office	352	67		35	54	508
Associate Minister's Office	81	44		29	47	201
Appeals & Advisory	132					132
Deputy Minister	443	196		7		646
Public Communications	27	584		8		619
Management Audit	374	11		12		397
Premier's Council	86	132		5		223
ADM-Program Pol. Development	730	78				808
ADM-Resource Mgt. Svces.	8,270	3,029		778		12,077
ADM-Personnel Services	5,169	780	99	95		6,143
ADM-Regional Operations	346	46				392
Northwest Region	1,578	675		109		2,362
Northeast Region	1,358	152		21		1,531
Edmonton Region	1,611	383		17		2,011
Central Region	1,717	362		40		2,119
Calgary Region	1,968	405		125		2,498
South Region	1,662	312		50		2,024
TOTAL VOTE 1	25,904	7,256	99	1,331	101	34,691

3 SOCIAL SERVICES EXPENDITURES 1989-90 – VOTE 2 ($000'S)

VOTE 2	Manpower	Supplies & Svces.	Grants	Fixed Assets	Other	Total
Appeals & Advisory	132	813		3		948
ADM-Program Pol. Development	1,599	216				1,815
ADM-Resource Mgt. Svces.	1,965	3,111	64,083	3,555		72,714
ADM-Regional Operations			5			5
Northwest Region	3,037	90	57,221			60,348
Northeast Region	2,564	272	46,944			49,780
Edmonton Region	12,545	953	343,323	13		356,834
Central Region	3,626	277	88,207	1		92,111
Calgary Region	9,825	638	211,537			222,000
South Region	2,934	95	56,256			59,285
TOTAL VOTE 2	38,227	6,465	867,576	3,572	0	915,840

4 SOCIAL SERVICES EXPENDITURES 1989-90 – VOTE 3 ($000'S)

VOTE 3	Manpower	Supplies & Svces.	Grants	Fixed Assets	Other	Total
Appeals & Advisory	76	781	273	1	23	1,154
Senior Citizens Secretariat	252	71	120			443
ADM-Program Pol. Development*	6,289	1,906	34,535	45		42,775
ADM-Resource Mgt. Svces.		795	72	45		912
ADM-Personnel Services	823	26		3		852
Children's Advocate	749	309		15		1,073
ADM-Regional Operations	11	27		11		49
Northwest Region	6,382	13,069	2,020	10		21,481
Northeast Region	5,701	10,877	2,104	16		18,698
Edmonton Region	35,404	54,317	30,396	115		120,232
Central Region	5,098	17,308	4,811	3		27,220
Calgary Region	17,314	62,283	21,134	20		100,751
South Region	5,691	19,341	4,653	11		29,696
Michener Centre	42,122	12,812	208	238		55,380
TOTAL VOTE 3	125,912	193,922	100,326	533	23	420,716

* Includes Family & Comm. Support Services ($32,837,000)

APPENDICES

APPENDIX ONE: SOCIAL SERVICES LEGISLATION SUMMARY

To carry out its mandate, the Department of Family and Social Services provides programs in keeping with a number of provincial Acts.
These Acts are summarized as follows:

The Department of Social Services Act
This Act establishes the Department of Social Services and Provides for the appointment of its Deputy Minister. It empowers the Minister to make the decisions necessary to carry out the mandate of the Department, This may include the promotion of social development, the administration of the social care facilities, and the provision of financial, protective, special care, or preventive/support services. The Act allows for boards and committees to be established to advise or administer Social Services programs, as required.

Assured Income for the Severely Handicapped Act
This Act provides a maximum benefit of $720 to qualifying individuals who suffer from a severe, permanent, physical or mental handicap which substantially limits their ability to earn a livelihood. It authorizes the director (appointed under the Act) to review, change or discontinue benefits and recover overpayments if the recipient's circumstances change. The director may also appoint a trustee to administer a handicap benefit on behalf of a recipient.

Child Welfare Act
This Act authorizes the Department to intervene, through the courts, where a child's survival, security or development is at risk. It provides legislative authority for adoption, private guardianship and handicapped children's services agreements. It allows for the supervision and guardianship (temporary, permanent or joint) of children, and secure treatment of children experiencing mental or behavioral disorders. The Act describes grounds for the Department and court intervention where a child's safety or well-being is at risk, and it provides guidelines to ensure the child's cultural heritage is respected.

Dependent Adults Act
This Act establishes the Office of the Public Guardian and provides for the appointment of guardians and trustees for dependent adults who are unable to care for themselves or exercise reasonable judgement with respect to their estates.

Maintenance Recovery Act
The Act provides for the determination of paternity and payment of maintenance for children born out of wedlock. It also provides for the recovery of Social Allowance and AISH payments.

Senior Citizens' Benefits Act
This Act allows for the provision of a maximum $95 monthly supplemental benefit (through the Alberta Assured Income Plan) to qualifying Albertans. It provides for the termination of benefits and the recovery of overpayments.

Social Care Facilities Licensing Act
This Act defines and governs the licensing of social care facilities. The Act empowers a director (appointed under the Act) to inspect social care facilities, to issue work orders to correct the inadequate care or fitness of premises, and to cancel or suspend licenses for non-compliance.

Social Care Facilities Review Committee Act
Under this Act, the Lieutenant Governor in Council appoints a committee to visit, review and inspect social care facilities, to investigate complaints regarding care and treatment, and to make an annual report to the Legislative Assembly.

Social Development Act

This Act authorizes a director to provide Social Allowance to qualifying persons, in order to ensure that no one in Alberta lacks the goods and services essential to health and well-being.

The Act establishes rights of subrogation and the criteria for the provision of Social Allowance. It also empowers the Minister to establish appeal panels to hear the appeals of Social Allowance decisions.

Widows' Pension Act

The Act provides a maximum monthly widows' pension of $720 to qualifying widows or widowers. It ensures that widows' pension recipients are able, under other legislation, to receive health and housing benefit that senior citizens receive.

Family and Community Support Services Act

This Act provides authority to enter into funding agreements with communities for the purpose of developing preventative social programs and services.

APPENDIX TWO: CHANGES TO SOCIAL SERVICES LEGISLATION 1989-90

Department of Social Services Amendment Act, 1989

This Act received Royal Assent, and came into force August 18, 1989.

Key principles of the Act include: changing the name of the Department to "Family and Social Services", and providing the Minister with the authority to take any action necessary to enhance and strengthen the role of the family in Alberta.

Child Welfare Amendment Act, 1988.

Proclaimed in force September, 1989.

See Act summary for description.

Family and Community Support Services Act

Transferred to Family and Social Services from the Department of Health, February 1, 1990.

See Act summary for description.